



## Code of Ethics & Discipline Policy

### Ethics of PACE

**PACE Soccer** believes that everyone involved in soccer has the right to participate in a safe and inclusive environment free from abuse, harassment and discrimination. We encourage and support all individuals to enjoy the sport at whatever level or capacity fits their abilities. The welfare of everyone involved in soccer is the foremost consideration and, in particular, the protection of children in the sport is the responsibility of everyone involved.

**PACE Soccer** adheres completely with both the Conduct and Ethics Policy and Discipline Policy as laid out by BC Soccer. The most current version of that Policy Document is available to download and view at <https://bcsoccer.net/bylaws>

All participants and affiliates of **PACE Soccer** must follow our Codes of Conduct, disciplinary guidelines, and coaching rules. All coaches and administrators undergo criminal record checks and are expected to demonstrate the highest standards of ethics, integrity, and support for the children in our program. This includes:

- i. Ensuring all information obtained during the execution of PACE soccer administration is treated as confidential;
- ii. Ensuring all actions and decisions are transparent;
- iii. Maintaining fair and respectful relations with members and partners.

### Discipline Procedures

#### SUSPENSIONS

Notwithstanding that the objective of PACE Soccer is to develop the character as well as the soccer skills of our players and coaches, players or coaches may be suspended temporarily or retired permanently from their team or the club by the Board of Directors.

Valid reason shall be defined as (but not necessarily be limited to):

- Disruptive behaviour or attitude;
- Unwillingness or inability to follow rules;
- Unwillingness or inability to follow requests of the coaching staff;
- Persistent dissension at practice;
- Violation of the Code of Conduct;



## Code of Ethics & Discipline Policy

Players being retired by **PACE Soccer** under this policy will not be eligible for any refund of registration fees.

Players and/or parents may (in writing) request an immediate review of suspension or retirement by the Board of Directors.

### **GENERAL COMPLAINTS:**

Queries about registration, schedules, refunds, programs, academies, assessments, etc. please contact the Club Administrator at [pacesoccer@hotmail.com](mailto:pacesoccer@hotmail.com)

### **Serious Complaints or Occurrences**

For complaints or occurrences of a more serious nature, for example, involving the code of conduct or a concerning incident, please contact [pacesoccer@hotmail.com](mailto:pacesoccer@hotmail.com). Correspondence sent to this email address will be routed to the President. The receipt of your complaint will be acknowledged, and we will provide an estimated response time and the name of a primary contact person. This contact person may be the Youth Group Head Coach, the Club Risk Manager, the Director, the Vice President, or another Board member.

Complaints are received in confidence and information about your complaint will be treated in confidence. In certain circumstances, it may be necessary to share all or part of the complaint with other individuals on a need-to-know basis. Notwithstanding the aforementioned, we are committed to ensuring privacy and confidentiality of a reported complaint or occurrence.

Complaint response times will vary depending on the nature and complexity of the matter. PACE will endeavor to resolve complaints as expediently as possible.

Serious complaints may be general in nature, or they may fall under the Code of Ethics. Complaints made under the Discrimination and Harassment Policy will be processed under the procedures outlined therein.

*This complaint procedure **does not apply** to incidents that occur during the course of a soccer game and which result in yellow cards, red cards, ejections, warnings, etc. Such incidents will be reviewed by the relevant League Discipline Committee.*